



ILL ASSESSMENT: IT'S REALLY NOT THAT HARD!

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<http://tinyurl.com/beh9xg>



<http://tinyurl.com/beha9xg>



IT'S REALLY NOT THAT HARD!

- Improvement through Assessment
- Describe UEL's ILL Assessment
 - Original goals
 - Evolution of project
 - Improvements made
- Offer suggestions

<http://tinyurl.com/beh9xg>



UNIVERSITY OF EVANSVILLE

- 2500 FTE students
- 500 faculty, staff & administrators
- 3700 borrowing requests 2011/12
- 2600 lending requests 2011/12



CIRCULATION & ILL “OFFICE” SPACE



ASSESSMENT GOALS?

- Are we doing a good job in meeting patrons' ILL needs?
- Why don't more library users take advantage of ILL?
- Where do patrons think ILL can be improved?



WHAT DO YOU WANT TO KNOW?

- Use/non-use of ILL
- Frequency of loans & copy requests
- Request options
- Delivery options
- Cost
- Convenience
- Help



WHAT I WANTED TO KNOW

- Frequency of loans & copy requests
- Request options
- Delivery options
- Cost
- Turnaround time
- Help



THE SURVEY

○ TECHNOLOGY

- Survey software
- Analyze results

○ DESIGN

- Look of survey

○ CONTENT

- Directions & Questions
- Main area!



SOFTWARE TOOLS

- SurveyMonkey/Zoomerang
 - Free Service = limited options
 - Fee Services = more features \$17-65/month
- KwikSurveys
 - Totally free service
 - Can upgrade for customer support



THE SURVEY

- Don't reinvent the wheel
- Tailor questions to specific goals
- TEST and RETEST the survey
- Paper v. electronic?



UEL'S SURVEY

- 2007 – 1st ILL Survey
- Used local web survey product
- Updated & edited questions
- Tested & retested
- Fall 2009-Spring 2010
- Fall 2011-Spring 2012



QUESTION CONFUSION

- 2007 & 2009/10 Surveys
- ILL items are delivered quickly.
- ILL items are accurately delivered.
- ILL articles are delivered to me via email, or campus/U.S. mail.



QUESTION CONFUSION – RESOLVED!

- 2007 & 2009/10 Surveys
 - ILL items are delivered quickly.
 - ILL items are accurately delivered.
 - ILL articles are delivered to me via email, or campus/U.S. mail.
- 2011/12 Survey
 - ILL articles are delivered to me via email.
 - ILL books are picked up at the library circulation desk.



Interlibrary Loan User Satisfaction Survey

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Interlibrary Loan User Satisfaction Survey

We are interested in your satisfaction as a user of the interlibrary loan (ILL) service provided by the University of Evansville Libraries. Your candid responses will assist us in providing the best ILL service possible.

1. How many times have you requested a journal article using ILL during the FALL 2011 semester?*

– Please Select –

2. How many times have you requested a book using ILL during the FALL 2011 semester?*

– Please Select –

3. What is your university status?*

– Please Select –

4. Please rate these elements of the ILL service: *

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Library absorbs cost of ILL.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Process time for ILL items.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Questions about requests are handled in a timely manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Material is accurately ordered.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ILL articles are delivered to me via email.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ILL books are picked up at the library circulation desk.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Automatic renewals of ILL books.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

ILL staff members are knowledgeable about the process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ILL staff members make a genuine effort to help me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electronic ILL request forms are easy to complete.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information about this service is easy to find on the library homepage.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. What do you like most about the ILL service?

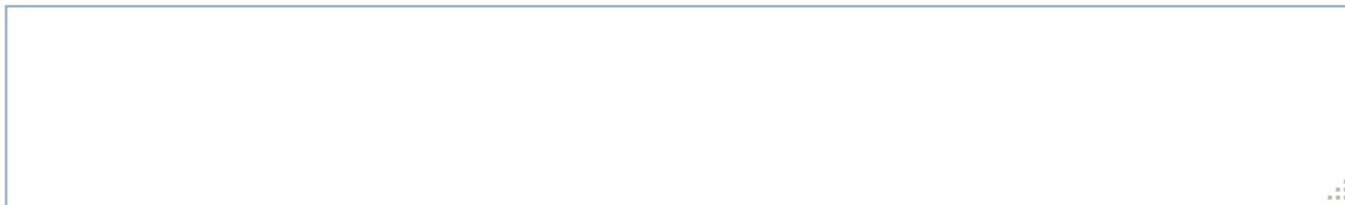
6. What do you like least about the ILL service?

7. Overall, how satisfied are you with the ILL service?

8. If you are NOT satisfied, please explain why not.



9. Please add any additional comments or suggestions you may have regarding the ILL service.



Done

Cancel



WHO DO YOU ASK?

- Use/non-use = % of entire population
 - All library users
 - Entire Campus
 - All city/county residents
- ILL Patrons
 - Discrete number of active users
 - Who UEL asked



ILL PATRON DATABASE

- All copy & loan requests
- Within date range
- Export to Excel
- Remove duplicates

Find All Borrowing Requests Whose:

Sort By:

LocalStatus Equals RecCopy

Fewer Choices ☒ AND ☐ OR

ReqDate Is Later Than 12/31/2011

Fewer Choices ☒ AND ☐ OR

ReqDate Is Earlier Than 3/5/2012

☐ Include Requests from the Archive

458 Number of records retrieved

Double-click an ILL Number to see details for that request.

ILL	Patron	Status: Local	External	DueDate	Title	Charges Paid	Date	Check Num
88076980		RecCopy	Received		Biomechanical analysis of the fre			
88076979		RecCopy	Received	4/27/2012	Effects of strengthening exercise			
88023472		RecCopy	Received		Journal of science and medicine			
88023453		RecCopy	Received		Mallorn : the journal of the Tolkien			
88023480		RecCopy	Received		The London review of books.			
88023468		RecCopy	Received		Clinical journal of sport medicine	N/A		
87957287		RecCopy	Received		Journal of positive behavior inter			
87957308		RecCopy	Received		Prehospital and disaster medicin	NONE		
87944281		RecCopy	Received		Chemico-biological interactions.			

SURVEY POPULATION

- Fall 2009 = 231
- Spring 2010 = 292
- Fall 2011 = 225
- Spring 2012 = 345



GO FOR IT!



Survey Results -- Overview

[Export Data](#)[Individual Responses](#)

Interlibrary Loan User Satisfaction Survey

Respondents: 91 displayed, 91 total**Status:** Open**Launched Date:** 07/17/2009**Closed Date:** N/A**Display:** [Manage Filters](#)

0 filters






[Share Results](#)

Disabled

1. How many times have you requested a journal article using ILL during the FALL 2011 semester?

		Response Total	Response Percent
0 times		19	21%
1-3 times		35	38%
4-6 times		13	14%
7-9 times		6	7%
10+ times		18	20%
Total Respondents		91	

2. How many times have you requested a book using ILL during the FALL 2011 semester?

		Response Total	Response Percent
0 times		42	46%
1-3 times		24	26%
4-6 times		14	15%
7-9 times		3	3%
10+ times		8	9%
Total Respondents		91	

RESULTS

- Fall 2011 - 225 ILL users
- Emails sent Dec 9th & 13th
- 91 responses
- 40% response rate
- Spring 2012 – 345 ILL users
- Emails sent May 2nd & 10th
- 115 responses
- 33% response rate



OVERALL RESULTS

- 570 ILL users
- 206 responses
- 36% response rate



UNIVERSITY STATUS

Freshman	24	12%
Sophomore	14	7%
Junior	38	18%
Senior	53	26%
Grad Student	16	8%
Staff	2	1%
Faculty	57	28%
Administrator	2	1%
	206	100%



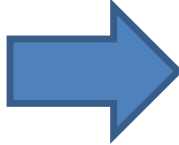
UNIVERSITY STATUS

Freshman	24	12%	}	145	70%
Sophomore	14	7%			
Junior	38	18%			
Senior	53	26%			
Grad Student	16	8%			
Staff	2	1%	}	61	30%
Faculty	57	28%			
Administrator	2	1%			
		206	100%		



REQUESTED AN ILL LOAN

0 Times	83	40%	
1-3 Times	63	31%	
4-6 Times	30	15%	
7-9 Times	9	4%	
10+ Times	21	10%	
<hr/>			
	206	100%	



1 Junior
4 Freshmen
4 Seniors
12 Faculty



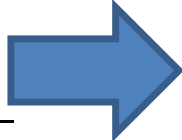
10+ LOANERS | # COPIES

	Freshman	Junior	Senior	Faculty	Total
0 Times	1		2		3
1-3 Times	1	1	1	2	5
4-6 Times				1	1
7-9 Times	2			1	3
10+ Times			1	8	9
Total	4	1	4	12	21



REQUESTED AN ILL ARTICLE

0 Times	52	25%	1 Freshman
1-3 Times	75	36%	1 Sophomore
4-6 Times	31	15%	2 Junior
7-9 Times	16	8%	11 Seniors
10+ Times	32	16%	1 Graduate
	206	100%	12 Faculty



10+ COPIERS | # LOANS

	Freshman	Sophomore	Junior	Senior	Grad	Faculty	Total
0 Times			1	4	1	4	10
1-3 Times			1	6		2	9
4-6 Times	1	1				2	4
7-9 Times							0
10+ Times				1		8	9
Total	1	1	2	11	1	16	32



SERVICE ELEMENTS SURVEYED

- Library absorbs cost of ILL.
- Process time for ILL items. *
- Questions about requests are handled in a timely manner.
- Material is accurately ordered. *
- ILL articles are delivered to me via email.
- ILL books are picked up at the library circulation desk.
- Automatic renewals of ILL books.
- ILL staff members are knowledgeable about the process. *
- ILL staff members make a genuine effort to help me. *
- Electronic ILL request forms are easy to complete.
- Information about this service is easy to find on the library homepage.



SERVICE ELEMENTS FALL 2011

	Very Satisfied		Satisfied	
Library absorbs cost of ILL.	86	95%	5	5%
Process time for ILL items.	61	67%	25	27%
Questions about requests are handled in a timely manner.	69	76%	16	18%
Material is accurately ordered.	79	87%	10	11%
ILL articles are delivered to me via email.	75	82%	6	7%
ILL books are picked up at the library circulation desk.	59	65%	8	9%
Automatic renewals of ILL books.	56	62%	10	11%
LL staff members are knowledgeable about the process.	74	81%	11	12%
ILL staff members make a genuine effort to help me.	74	81%	10	11%
Electronic ILL request forms are easy to complete.	73	80%	16	18%
Information about this service is easy to find on the library homepage.	65	71%	18	20%



SERVICE ELEMENTS SPRING 2012

	Very Satisfied		Satisfied		Not Applicable	
Library absorbs cost of ILL.	101	88%	9	8%	1	1%
Process time for ILL items.	63	55%	46	40%	1	1%
Questions about requests are handled in a timely manner.	68	59%	30	26%	12	10%
Material is accurately ordered.	87	76%	27	23%	0	0%
ILL articles are delivered to me via email.	69	60%	16	14%	22	19%
ILL books are picked up at the library circulation desk.	70	61%	18	16%	22	19%
Automatic renewals of ILL books.	60	52%	16	14%	26	23%
LL staff members are knowledgeable about the process.	79	69%	27	23%	4	3%
ILL staff members make a genuine effort to help me.	84	73%	21	18%	6	5%
Electronic ILL request forms are easy to complete.	74	64%	32	28%	3	3%
Information about this service is easy to find on the library homepage.	58	50%	34	30%	7	6%



SERVICE ELEMENTS RESULTS

	V. Satisfied-Satisfied		Not Applicable	
Library absorbs cost of ILL.	201	98%	1	0%
Process time for ILL items.	195	95%	1	0%
Questions about requests are handled in a timely manner.	183	89%	12	6%
Material is accurately ordered.	203	99%	0	0%
ILL articles are delivered to me via email.	166	81%	22	11%
ILL books are picked up at the library circulation desk.	155	75%	22	11%
Automatic renewals of ILL books.	142	69%	26	13%
LL staff members are knowledgeable about the process.	191	93%	4	2%
ILL staff members make a genuine effort to help me.	189	92%	6	3%
Electronic ILL request forms are easy to complete.	195	95%	3	1%
Information about this service is easy to find on the library homepage.	175	85%	7	3%

N = 206



LIBRARY ABSORBS COST

	VS	S	N	NA
Faculty	61			
Students	126	14	4	1



PROCESS TIME FOR ILLS*

	VS	S	N	DS	NA
Faculty	52	9			
Students	72	62	8	2	1



TURNAROUND TIME

- LOANS = 6.4 DAYS
- COPIES = 3.1 DAYS



QUESTIONS ABOUT REQUESTS ARE HANDLED IN A TIMELY MANNER

	VS	S	N	DS	NA
Faculty	52	7			2
Students	77	48	8	2	10



MATERIAL IS ORDERED ACCURATELY*

	VS	S	N
Faculty	56	5	
Students	110	32	3



ILLS DELIVERED VIA EMAIL

	VS	S	N	NA
Faculty	51	1	4	5
Students	93	21	14	17



PICKING UP ILL BOOKS @ CIRC

	VS	S	N	NA
Faculty	42	5	9	5
Students	87	21	20	17



ILL FORMS ARE EASY TO COMPLETE

	VS	S	N	DS	NA
Faculty	50	10			1
Students	97	38	7	1	2



AUTOMATIC LOAN RENEWALS

	VS	S	N	DS	NA
Faculty	43	4	9		5
Students	73	22	26	3	21



ILL STAFF ARE KNOWLEDGEABLE ABOUT THE PROCESS*

	VS	S	N	DS	VDS	NA
Faculty	54	5	1			1
Students	99	33	7	1	1	3



ILL STAFF MAKE A GENUINE EFFORT TO
HELP ME*

	VS	S	N	DS	NA
Faculty	56	1			1
Students	102	30	7	1	5



INFO ABOUT ILL IS EASY TO FIND ON WEBSITE

	VS	S	N	DS	NA
Faculty	44	10	5		2
Students	79	42	17	2	5



OVERALL SATISFACTION

Very Satisfied	153	78%
Satisfied	40	20%
Neutral	2	1%
Dissatisfied	0	0%
Very Dissatisfied	1	1%
	196	100%



OH! TELL ME MORE!

- The ILL staff, namely Laura Summer is incredibly helpful and resourceful. She is a wonderful asset of the University Library.
- It made my senior thesis POSSIBLE! Thank you!
- That it is very user friendly, and if the book/article is in the library the person takes the time to tell you it is on campus and where you can find it. Really like this service. Thanks for your hard work



CONSTRUCTIVE CRITICISM

- There have been a few times that I never received my request and never heard about it.
- The only improvement would be (even if it is automatic) is an email saying the request has been received for processing. It is a bit of a black hole -- was the request really made.
- Copying my Barcode twice instead of once for each request.



LESSONS LEARNED

- Love automatic renewals
- Love emailed articles
- Added info on ILL Webpage about the BLACK HOLE
- Need to amend survey to offer NOT APPLICABLE
- Communicate! Communicate! Communicate!



HOW DO I KNOW IF MY REQUESTS WERE SUBMITTED?

All successfully submitted requests sent via ACE Catalog or Find it @ UE! display a "ILL Request was Successful" message. Look for it. Additionally, after the item has been ordered, a barebones citation gets added to your Request Pending area in the [MY ACCOUNT page in ACE Catalog](#) (see example below).

Requests Pending

Cancel Request			
Item	Pickup Location	Database	Status
Copy Appetite. [by]	.INTERLIBRARY LOAN DESK	UNIVERSITY OF EVANSVILLE LIBRARIES	: Expires 06-08-2011 12:00:00
Cancel Request			

Note that the item's status says expires. **Ignore this!** The date listed is when your item was requested from other libraries. If you want an update on an item's status, please call 488-1062.

[-- More ILL Info --](#)

HOW LONG WILL IT TAKE?

It may take 5-7 days to receive materials, depending on location and availability. Materials located within Indiana will be sent via courier. Because we cannot predict the location or availability of an item, we cannot guarantee that material will be received within a specified time period. Borrowers are encouraged to submit ILL requests well in advance of deadlines.

[-- More ILL Info --](#)



**DO IT ALL
AGAIN!**



THANK YOU!

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<http://faculty.evansville.edu/ma35/>

<http://tinyurl.com/beh9xg>

